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01-02-01 A

**UTILITY
PATENT APPLICATION
TRANSMITTAL**

Only for new nonprovisional applications under 37 CFR 1.53(b)

Attorney Docket No. 23689-210 Total Pages 25

First Named Inventor: Perry G. Vincent

Title: **SYSTEM AND METHOD FOR SUGGESTING
INTERACTION STRATEGIES TO A CUSTOMER SERVICE
REPRESENTATIVE**

Express Mail Label No. EL529259651US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents

ADDRESSED TO: Assistant Commissioner for Patent
Box Patent Application
Washington, DC 20231

1. ☒ Utility Patent Application Transmittal [Total Pages: 2]

2. ☐ Applicant(s) claim(s) small entity status, 37 C.F.R. 1.27

3. ☒ Specification, Claims and Abstract [Total Pages: 18]

4. ☒ Drawing(s) (35 USC 113) [Total Sheets: 3]

5. Oath or Declaration [Total Pages: 2]

a. ☒ Newly executed (original or copy)

b. ☐ Copy from a prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 21 completed) [Note Box 6 below]

i. ☐ DELETION OF INVENTORS
Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).

6. ☐ Incorporation By Reference (useable if Box 5b is checked) The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying application and is hereby incorporated by reference therein.

7. ☐ Microfiche Computer Program (Appendix)

8. ☐ Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)

a. ☐ Computer readable copy

b. ☐ Paper copy (identical to computer copy)

c. ☐ Statement verifying identity of above copies

Accompanying Application Parts

9. ☒ Assignment Papers (cover sheet & document(s))

10. ☐ 37 CFR 3.73(b) Statement ☐ Power of attorney (when there is an assignee)

11. ☐ English Translation Document (if applicable)

12. ☐ Information Disclosure Statement (IDS/PTO-1449)

☐ Copies of Citations

13. ☐ Preliminary Amendment

14. ☒ Return Receipt Postcard (MPEP 503)

15. ☐ Certified Copy of Priority Document(s)

16. ☐ Other: _____

17. FEE CALCULATION

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
	TOTAL CLAIMS (37 CFR 1.16(c))	-20 =	0	x \$18 =	\$00.00
	INDEPENDENT CLAIMS (37 CFR 1.16(b))	-3 =	0	x \$80 =	\$00.00
	MULTIPLE DEPENDENT CLAIMS (if applicable) (37 CFR 1.16(d))			+ \$ _____ =	\$
				BASIC FEE (37 CFR 1.16(a))	\$710.00
				Total of above Calculations =	\$00.00
				Assignment Recordation Fee =	\$40.00
				TOTAL =	\$750.00

18. ☐ Please charge Deposit Account No. 04-1133 in the amount of \$ _____.
19. ☒ A check in the amount of \$750.00 is enclosed.
20. ☒ The Commissioner is hereby authorized to credit overpayments or charge the following fees to Deposit Account No. 04-1133:
- a. ☐ Fees required under 37 CFR 1.16
 - b. ☐ Fees required under 37 CFR 1.17.
 - c. ☐ Fees required under 37 CFR 1.18.

21. If a **CONTINUING APPLICATION**, check appropriate box and supply the requisite information:

- ☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No.

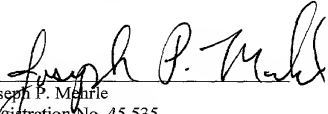
_____, filed _____.

22. CORRESPONDENCE ADDRESS

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Respectfully submitted,

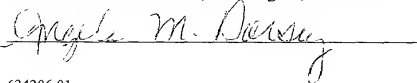

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CERTIFICATE OF EXPRESS MAILING

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Date of Deposit: December 28, 2000

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Box Patent Application; Assistant Commissioner for Patents; Washington, DC 20231.



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